

Summary

Mapping the ARD incoming

mail process to help inform

NEW HAMPSHIRE DEPARTMENT OF Environmental

Services

staff and create a dvision-

In ARD, loss of key staff

process was not well

ARD documented the

came up with several

revealed the incoming mail

documented. Using Lean

swim-lane mapping, staff in

incoming mail process and

Team

wide procedure.

ARD Mail Receipt and Distribution Lean Event

The Process

Resources Division The event took place over one ½ day session. With input from the participants, we:

- Reviewed the goals and objectives of the project
- Mapped the current process using swim lanes

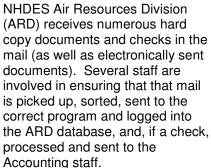
The LEAN Process

- Brainstormed suggestions on how to improve the process
- Determined a path forward to create a division-wide procedure for processing incoming mail

The Results

The team came up with a new process with the following benefits:

- Suggested improvements to the Compliance Report Cover sheet
- Understanding of who processes which incoming mail documents and who enters each document into the ARD database
- Documented process for when incoming hard copy and electronic mail is sent to ARD to when it is handed off to the respective program managers
- Great Lean training opportunity for all team members



The Problem

- In ARD, The roles and responsibilities with handling incoming hard copy and electronic mail as well as payments are not documented
- The staff member who was responsible for this procedure has departed the agency
- A new staff member will soon be hired who will own this process



The Goals

- A documented incoming mail procedure starting with mail pick-up in ARD and ending with the delivery to the ARD program manager
- Sufficient information so each ARD program manager knows the starting point from which to create his/her own procedure for processing incoming mail
- A plan to create a division-wide procedure on how to process incoming mail from pick-up to database entry and filing

Sponsors:

improvements.

- Craig Wright
- Mike Fitzgerald

Participants:

- Samantha Crane
- Sharon Crane
- Barbara Dorfscmidt
- Shelley Marshall
- · Sonny Strickland
- Ray Walters

Facilitators:

- Sue Bergeron
- Dan Hrobak



Lean Event #: 2018-18 Author: S. Bergeron / D. Hrobak